

**TRANSPORTATION
ASSISTANT
GS-2102-05**

HOUSEHOLD GOODS

I. POSITION AND ORGANIZATION INFORMATION**Position:**

Transportation Assistant (Personal Property/OA), GS-2102-05

Purpose of position:

The work of this position is to provide information and advice to military and civilian personnel regarding their entitlements for shipment and storage of personal property (e.g., household goods, unaccompanied baggage, privately owned vehicles, and special items such as mobile homes and large boats). Movement of personal property can either be domestic or international.

Organization:

Personal Property Branch

Organization goals:**II. MAJOR DUTIES****A. Duty:**

Prepares and processes required documentation for outbound shipments of personal property for all authorized military and civilian personnel to domestic and overseas locations. Screens property lists and shipment applications for prohibited items and property weight totals exceeding approved limits. Checks applications against transfer orders to identify and reconcile discrepancies (e.g., pickup or delivery points on shipment applications that differ from those indicated on orders). Computes shipment costs of personal property to determine excess costs or liabilities when shipments involve both authorized and unauthorized movements. Suggests changes to requested movement dates to correspond with schedules of low cost carrier(s). Researches and makes routing changes when standard routes are not feasible. Selects carriers for outbound shipments from approved lists considering each carrier's ability to meet pick-up and delivery dates, carrier performance records, and agency requirements for distributing business on an equal tonnage basis. Types applications and related documents for the shipment or storage of privately owned vehicles (POVs). (10%)

Tasks:

1. Properly prepares and processes all documentation for departing personnel regarding all outbound shipments.
2. Prepares and processes all documentation for deployment non-temporary storage moves.
3. Accurately computes shipment costs of personal property.
4. Consistently identifies and reconciles discrepancies between orders and shipment applications.

B. Duty:

Serves as a transportation assistant performing transportation support duties involved in the shipment and/or storage of personal property. Applies a knowledge of agency programs and services in providing assistance to property owners regarding the shipment of personal property and the filing of damage claims. (40%)

Tasks:

1. Provides guidance and information to property owners regarding the filing of inconvenience claims against commercial carriers for expenses resulting directly from delayed delivery of household goods shipments.
2. Assembles necessary documents to support claims for loss and damage to personal property and refers to the appropriate adjudicative office. Initiates tracer requests for missing items.
3. Receives reports on carrier service from property owners and transportation offices. Analyzes information used in the evaluation of carrier services and computes/determines carrier ratings based on performance records.
4. Uses carrier ratings to determine eligibility for shipments or whether to place carrier in unsatisfactory status.
5. Acts as a liaison between property owners and carriers in the resolution of problems incurred during shipment.
6. Coordinates with local agents and carrier representatives to ensure departure of shipments in time to meet required delivery dates at destination.

C. Duty:

Tracks and updates all information in the transportation automated system. Maintains, verifies, and tracks all information in the transportation automated system related to the master storage files and nontemporary storage accounts. Verifies the accuracy of all entries, transactions, charges, and conversions reflected against the storage accounts. Maintains contractor(s) files, contractor(s) invoice files, individual case files, and transaction listings related to the nontemporary storage program. Reviews and verifies invoice(s) provided by contractor to ensure correct payment is made. Forwards payment request to Finance, after contractor(s) verification, and ensures voucher is correctly filed. Researches and reconciles invoices when they are unclear or inaccurate. Prepares data reflecting total transaction and total dollar amount, initiating proper action to collect monies due the government from either the contractor(s) or the member for any change to the stored account. Provides input in the transportation automated system on administrative actions accomplished or received in support of shipping requirements. Updates revised delivery dates, monitors shipment costs, and maintains complete registers on each shipment in automated system so that accurate information is available to the customer. (30%)

Tasks:

1. Sets up and maintains Tonnage Distribution Rosters.

2. Accurately reviews contractor's submissions in a timely manner to ensure correct payment is made by Finance.
3. Accurately prepares data reflecting total transactions and total dollar value.
4. Promptly and correctly updates transportation information in automated system.

D. Duty:

Uses word processing equipment to prepare and process correspondence and documents. Performs basic functions such as create, copy, edit (e.g., make insertions or deletions or move material from one place to another) store, retrieve, and print a variety of standardized documents. Follows applicable guidelines and ensures proper format, spelling, punctuation, and grammar are used in correspondence. Prepares clear, concise, and technically accurate memoranda, letters, and reports. Transmits, receives, and acknowledges electronic mail and messages. Independently carries out familiar assignments in accordance with previous instructions, standard procedures for creating documents or entering or retrieving data, and established use of software packages. Steps and procedures differ in terms of the type of document or specific report to be produced or edited, the specific formatting required for a document, the existence of prerecorded formats, and other differences of a factual nature. (5%)

Tasks:

1. Effectively uses word processing software to prepare/develop accurate and useful documents.
2. Promptly receives and transmits electronic messages and documents as appropriate.

E. Duty:

Performs other clerical and administrative tasks in support of the transportation work. Prepares requests to recover excess costs, instructions on office procedures, requests for information, item descriptions, reports, and routine letters. Consolidates and finalizes information for various reports in accordance with established reporting procedures. Gathers and summarizes information for files and documents for supervisor's use in responding to inquiries, recognizing which information is or is not relevant to the issue at hand. Proofreads/edits correspondence and documents for correct grammar, spelling, capitalization, punctuation, and format. Assembles documents, forms, and other paperwork that make up transportation files or records. (5%)

Tasks:

1. Accurately prepares clear and concise documents in accordance with regulations and policies, in appropriate format, and within prescribed suspense.
2. Properly assembles paperwork for transportation files/records and thoroughly screens items for missing or incompatible information.

F. Duty:

Counsels all authorized military and civilian employees of their entitlements for shipment and storage of personal property and privately owned vehicles, including specialized items, to domestic and overseas locations. Determines and advises entitlements or procedures related to temporary storage of goods; weight allowances; prohibited items; and shipment of personal property including various methods available (e.g., Government, do-it-yourself (DITY), or commuted rate). Uses a variety of instructions and regulations to counsel personnel and their dependents in groups or individually regarding submitting an application for the shipment and storage of household goods, personal baggage, mobile homes, etc. Defines items shipped as baggage or household goods, various restrictions, weight limits, procedures for shipment of pets, automobiles, etc. Determines members' entitlements and responsibilities from special orders and movements. Explains the procedure for concurrent/nonconcurrent travel. Determines cost effectiveness and consolidates shipments when advisable and when two or more loads are being sent to the same geographical areas. Plans, books, and routes personal property, estimates cost savings, time involved, time of arrival, storage in transit involved, and purposes. Explains and prepares Customs documents for various overseas countries. Explains special handling or accessory services, liability of carrier in accordance with terms and conditions of applicable tariffs or tenders, government liability for damaged or missing items, and responsibility for acceptance of shipments at destination. Identifies and reconciles discrepancies and discusses with applicants to ensure they are aware of any additional costs or liabilities that may result from the differences.

(5%)

Tasks:

1. Counsels military and civilian personnel on their entitlements.
2. Explains entitlements and procedures regarding shipment and storage of personal property.
3. Plans, books, and routes transportation and storage of personal property.

G. Duty:

Performs duties of Transportation Assistant (Claims Examiner) (5%)

Tasks:

1. Monitors inbound shipments from both domestic and overseas locations.
2. Conducts damage inspections for inbound moves.
3. Makes Personal Property deposits and excess cost collections on inbound and outbound moves.

III. CLASSIFICATION FACTORS

Factor 1. Knowledge

Level 1-3 (350 Points)

1. The work requires knowledge of a body of standardized transportation regulations, procedures, and operations related to one or more transportation support functions. The work requires knowledge comparable to one or more of the following:

- knowledge of established transportation or traffic management rules to perform a full range of transportation support duties;
- knowledge of the structure and content of the appropriate transportation documents to investigate and resolve routine or recurring discrepancies, check documents for adequacy, or perform comparable actions that are covered by established procedures;
- knowledge of one or more transportation data bases associated with a specific transportation function sufficient to input a range of standard information or adjustments, understand recurring error reports and take corrective action, and generate a variety of recurring reports;
- knowledge of related functional areas to investigate and resolve recurring problems, coordinate actions, or expedite receipt of needed documentation using established approaches;
- knowledge of frequently used and clearly stated regulations to respond to a range of recurring questions from agency or activity personnel, customers, commercial carriers, or others.

2. -- Knowledge of standardized transportation instructions, regulations, procedures, and operations to perform a full range of standard transportation clerical duties and resolve recurring problems pertaining to the personal property function.

-- Knowledge of the structure and content of transportation documentation (e.g., tenders, bills of lading, invoices, travel orders, or vehicle accident or usage reports) to investigate and resolve routine or recurring discrepancies, check documents for accuracy, or perform comparable actions that are covered by established procedures.

-- Knowledge of pertinent transportation automated systems to input standard information or adjustments, produce recurring reports, initiate corrections to transportation documentation, etc.

-- Knowledge of frequently used and clearly stated regulations to respond to recurring questions from customers, commercial carriers, or others which are applicable to individual personal property shipments.

-- Knowledge of word processing equipment and function keys to perform several basic office automation functions such as storing and retrieving electronic documents, activating a printer, inserting and deleting text, printing standardized paragraphs from a glossary, producing forms and form letters, entering data into a predefined spreadsheet or database, and transmitting and receiving electronic mail.

-- Knowledge of grammar, spelling, punctuation, capitalization, and format to prepare and edit written correspondence/documents.

-- Skill in operating an electronic typewriter, word processor, microcomputer, or computer terminal; a qualified typist is required.

3. -- Knowledge of an extensive body of transportation rules, procedures or operations governing entitlements and documentation requirements for domestic or foreign shipments to perform a wide variety of interrelated or nonstandard procedural assignments and resolve a wide range of problems pertaining to the personal property function.

-- Knowledge of transportation instructions and regulations that relate to the movement of a wide range of specialized shipments, such as mobile homes, large boats, and house trailers. For example, this includes assignments regularly involving the movement of oversized, heavy haul, hazardous, and security risk items. Moves of this nature require extensive practical knowledge of the carrier industry, specialized shipment needs, and terminal or storage capabilities to identify the appropriate shipping method, carrier equipment, services, and special handling required.

-- Knowledge of automated transportation systems to reconcile errors that require an understanding of nonstandard transportation procedures or provide subject-matter assistance in the development of automated transportation procedures for clerical operations.

-- Knowledge of word processing equipment and function keys to perform several basic office automation functions such as storing and retrieving electronic documents, activating a printer, inserting and deleting text, printing standardized paragraphs from a glossary producing forms and form letters, entering data into a predefined spreadsheet or database, and transmitting and receiving electronic mail.

-- Knowledge of grammar, spelling, punctuation, capitalization, and format to prepare and edit written correspondence/documents.

-- Skill in operating an electronic typewriter, word processor, microcomputer, or computer terminal; a qualified typist is required.

Factor 2. Supervisory Controls

Level 2-3 (275 Points)

The supervisor outlines objectives, priorities, and deadlines and provides guidance on dealing with unusually involved or one-of-a-kind situations. The incumbent independently plans and carries out the successive steps to complete transportation support duties and uses accepted practices to resolve problems and deviations. Completed work is reviewed for technical soundness, appropriateness, and conformance to policy requirements. Methods used by the incumbent are usually not reviewed in detail.

Factor 3. Guidelines

Level 3-2 (125 Points)

Numerous procedures for doing the work have been established and many specific guidelines are used. These include volumes of transportation regulations, manuals, guides, directories, tenders, or operating procedures. Due to number

and similarity of guidelines, and, at times, the omission of certain guidelines, the incumbent must use judgment and initiative in addressing aspects of the work not completely covered.

Factor 4. Complexity**Level 4-3 (150 Points)**

The work involves performing one or more transportation support functions that require the use of different and unrelated procedures and methods. Assignments received are relatively broad and varied and work methods are not completely standardized. Also, transactions are interrelated with other systems and often require extensive coordination with different personnel. The incumbent may need to consider previous actions and understand how these actions differ from or are similar to current actions before deciding on an approach. The incumbent makes recommendations or takes action based on a review of pertinent transportation regulations and documents.

Factor 5. Scope and Effect**Level 5-2 (75 Points)**

The purpose of the work is to provide a full range of transportation services or to perform other transportation support work that is covered by well-defined and precise program procedures and regulations. Work products in the form of completed transportation documents or reports or other actions affect the accuracy and reliability of further processes or services.

Factor 6. Personal Contacts**Level 6-2 (25 Points)**

Contacts are with employees in the same agency but outside the immediate organization, i.e., personnel shipping items, travelers seeking advice, and transportation personnel at other installations or agencies, and/or contacts are with members of the general public in a moderately structured setting, i.e., airline representatives, travel agencies, moving companies, and storage warehouses.

Factor 7. Purpose of Contacts**Level 7-2 (50 Points)**

The purpose of the contacts is to plan and coordinate actions to prevent or correct errors, delays, or other complications from occurring.

Factor 8. Physical Demands**Level 8-1 (5 Points)**

The work may require some physical effort, such as standing, walking, bending, or sitting. There are no special physical demands.

Factor 9. Work Environment**Level 9-1 (5 Points)**

The employee works primarily in an office setting involving everyday risks or discomforts. Normal safety precautions are adequate.

IV. CLASSIFICATION SUMMARY

In this position:

Each duty in this position has been evaluated individually, and the highest grade applicable to at least 25% of the work has been assigned to the position. This position has been credited with the classification factors which have the highest total value for the grade controlling work. These are the factors displayed in the document. Some of the lower level work may have individual factors that have a higher point value than those credited, but the total value of the factors for that work does not exceed the credited level.

Duty A. 10% GS-2102-05 Transportation Assistant
Prepares and Processes Documentation

Duty B. 40% GS-2102-05 Transportation Assistant
Personal Property Shipment

Duty C. 30% GS-2102-05 Transportation Assistant
Tracks and Updates Information

Duty D. 5% GS-2102-05 Transportation Assistant
Uses Word Processing Equipment

Duty E. 5% GS-2102-05 Transportation Assistant
Performs Administrative Tasks

Duty F. 5% GS-2102-06 Transportation Assistant
Counsels Employees

Duty G. 5% GS-User defined duty. Not classified by system. The final grade may or may not be appropriate.-
Performs Duties of Transportation Assistant (Claims Examiner)

List of Modified Duties and Factors:

Duty A. has been edited. The final grade may or may not be appropriate. The factors have not been changed.

Duty C. has been edited. The final grade may or may not be appropriate. The factors have not been changed.

Duty G. has been added.

The classification criteria are contained in the OPM Position Classification Standards for Transportation Clerk and Assistant Series, GS-2102, HRCD-2 dated December 1996; Office Automation Grade Evaluation Guide, HRCD-1 dated April 1996; and the Grade Evaluation Guide for Clerical and Assistance Work, HRCD-2 dated December 1996.

OPM Position Classification Standards for Transportation Clerk and Assistant Series, GS-2102, HRCD-2 dated December 1996; Office Automation Grade Evaluation Guide, HRCD-1 dated April 1996; and the Grade Evaluation Guide for Clerical and Assistance Work, HRCD-2 dated December 1996

The classification criteria for this position are based on the US OPM Position Classification Standard for Transportation Clerk and Assistant Series, GS-2102, dated March, 1993 (TS-122).

GS-05 Point range: 855 - 1100

Total Point: 1060

Grade: GS-05

V. CLASSIFICATION REMARKS:

1. Edited Duty A to include Processing of deployment NTS moves. - Not grade controlling.
2. Edited Duty C to include Setting up and maintaining TDRs. - Not grade controlling.
3. Added Duty G - Less than 25% of workload, therefore not grade controlling.